



## POSITION DESCRIPTION

### A. IDENTIFICATION

Position Title: Practicum Student: Vancouver Community Outreach

Name of Student: \_\_\_\_\_

Department: Cruelty

Position Reports To (Title): Manager – Animal Behaviour & Welfare

Description Prepared by: Manager - Animal Behaviour & Welfare Date: July 2020

### B. POSITION SUMMARY

This in-person position suits an individual who exudes compassion for animals and their guardians equally, regardless of their personal circumstances. The student will assist Coordinator Charlie's Community Pet Resources at the Charlie's Pet Food Bank (CFB) held weekly at Mission Possible 543 Powell Street, Vancouver. CFB is a BCSPCA Program where pet food, accessories and support is provided weekly to animal guardians in the downtown area of Vancouver. Many of Charlie's clients face barriers due to mental health issues, drug addiction and/or financial issues while trying to care for their pet. This role will include the management and operation of the pet food bank including coordination with BCSPCA Vancouver Branch and Animal Hospital. The student will support Manager, Animal Behaviour & Welfare with monthly free veterinary clinics held at the Vancouver Animal Hospital. The student shall learn approaches to supporting and managing the health and welfare of animals in this unique community. The student will work collaboratively with staff and volunteers to improve individual welfare for clients accessing CFB.

The student has a direct reporting relationship to the Manager - Animal Behaviour & Welfare and to the Coordinator Charlie's Community Pet Resources. The student will work collaboratively with BCSPCA Hospital Administrator and Vancouver Branch Manager.

### C. DUTIES AND RESPONSIBILITIES

- BC SPCA Training
  - Completion of BCSPCA online:
    - COVID-19 Branch safety plan
    - Building a Respectful Workplace
    - Staff training Behaviour & Welfare
    - Introduction to Health and Safety
    - Policies and Procedures
  - Other training courses identified by Manager – Animal Behaviour & Welfare
    - Pets For Life - Why Access to Animal Resources is a Social Justice Issue

- Fear Free Shelter Program
- Sophia Yin Low Stress Handling

16 – 20 hour Week 1

- Charlie's Pet Food Bank
  - Provide phone support for Charlie's phone line weekly (hours to be determined)
  - Assist coordinator with:
    - Load and deliver food & supplies to CFB Thursday mornings
    - Sorting, packing and distribution of food at CFB
    - Assisting and support of volunteers at CFB
  - Engage visiting clients accessing CFB
  - Answer questions, provide resources to clients as needed
  - Provide list of clients requesting free spay/neuter to hospital
  - Provide advice on training, handling and care that falls in line with BCSPCA Philosophies

5 - 6 hours weekly Thursday mornings

- Pick-up and storing donated food as needed

1-2 hours flexible and as needed by Coordinator - Charlie's Pet Food Bank

- Charlie's Free Vet Clinic
  - Arrange and prepare vet supplies from SPCA Hospital for monthly clinic
  - Ensure supply kits are replenished following free clinic
  - File and review vet files from monthly clinic to ensure all information is up-to-date and forms are filled out properly
  - Provide hospital administrator with vet recommendations resulting from vet clinic
  - Schedule with client and hospital follow-up appointments recommended at free clinic
  - Provide Veterinarian and AHT assistance as needed during clinic
  - Register clients at time of clinic
  - Answer messages left on CFB phone line
  - Assist with client eligibility assessments

5 – 6 hours outside of weekly attendance at CFB (flexible)

- Applied Communication
  - Create information brochure, to be determined in consult with Manager Animal Behaviour & Welfare, that is for volunteers, public or other shelter professionals
- Reports
  - Maintain and record weekly CFB statistics, including food bank and training
- Schedule
  - Minimum 20 hours a week with Thursday mornings from 8am-12:30pm and last Sunday of the each month being mandatory for this position, remaining hours are flexible.
- Performs other duties as required

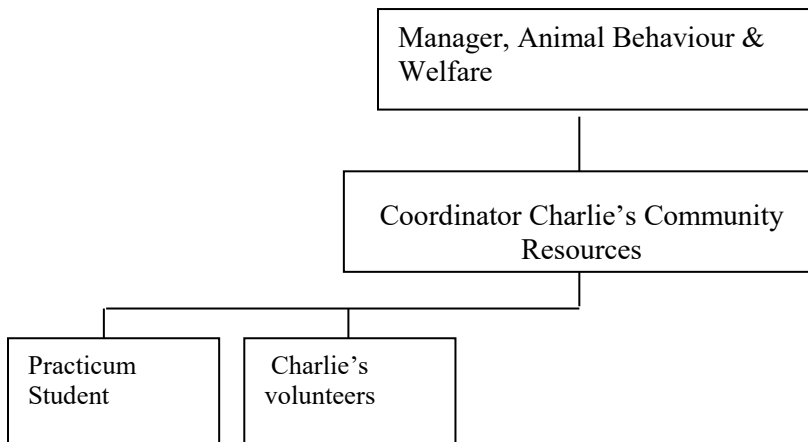
## **D. CONTACTS AND COMMUNICATION**

- Direct contact with Coordinator, Community Pet Resources, staff, volunteers and public
- Works collaboratively with the Vancouver Branch Manager, Manager - Animal Welfare, Manager - Animal Health, and Hospital Administer.

**F. KNOWLEDGE AND SKILL REQUIREMENTS**

- Must have genuine compassion for animals and people, previous animal care training or equivalent experience
- Social work experience or training an asset
- Ability to identify and defuse possible hostile situations
- Experience coaching and mentoring
- Excellent communication, organizational and interpersonal skills
- Ability to support staff and volunteers
- Philosophical harmony with BC SPCA policies, programs and protocols
- Computer Skills – Windows, MS Office; knowledge of Shelter Buddy an asset
- Ability to lift minimum 20kg bags of food or litter
- Driver’s license an asset

**G. ORGANIZATIONAL RELATIONSHIPS**



**H. APPROVALS**

Incumbent's  
Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor's  
Signature: \_\_\_\_\_ Date \_\_\_\_\_